

Duke, Daphne

02/09/12  
23506 d(oes)

**From:** Laurie Murphy [lmurphy@hotwirecommunication.com]  
**Sent:** Tuesday, February 07, 2012 11:27 AM  
**To:** CLECreport  
**Subject:** 4th Quarter 2011 "SCPSC CLEC -- Quarterly Service Quality Report" for Hotwire Communications, Ltd.  
**Attachments:** 4Q 2011 Hotwire CLEC Service Quality Report FINAL.pdf

TO: South Carolina Public Service Commission

Attached you will find **Hotwire Communications, Ltd.'s** ("Hotwire") "**SCPSC CLEC -- Quarterly Service Quality Report**" for the **4th Quarter 2011**.

Hotwire did not have any CLEC telephone lines in use during that period and therefore has no service issues to report.

Please do not hesitate to contact me if you have any questions.

Best regards,

**Laurie M. Murphy**  
Assistant General Counsel  
Hotwire Communications  
300 East Lancaster Avenue, Suite 208  
Wynnewood, PA 19096

Direct: 484.572.6054  
Fax: 610.642.9812

(e) [lmurphy@hotwiremail.com](mailto:lmurphy@hotwiremail.com)  
(w) [www.gethotwired.com](http://www.gethotwired.com)

*The information contained in this message, including all attachments (if any), may be privileged and confidential and protected from disclosure, and is intended only for the recipient(s) listed above. If you are not the intended recipient(s), or an employee, or agent responsible for delivering this message to the intended recipient(s), you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer. Opinions, conclusions, and other information in this message that do not relate to the official business of University City Housing Company or Hotwire Communications, LLC, or their parents or affiliates, are those of the sender and are neither given nor endorsed by University City Housing Company or Hotwire Communications, LLC, their parents or affiliates.*

RECEIVED  
FEB 07 2012  
PSC SC  
MAIL / DMS

**HOTWIRE COMMUNICATIONS, LTD**  
300 E. Lancaster Avenue  
Suite 208  
Wynnewood, PA 19096

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA CLEC OPERATIONS**

**COMPANY NAME:** Hotwire Communications, Ltd.  
**QUARTER / YEAR:** 4th Quarter / 2011

<b><u>Month:</u></b>	<b><u>Octy</u></b>	<b><u>Nov</u></b>	<b><u>Dec</u></b>
Number of Customer Access Lines	-0-	-0-	-0-
Trouble Reports / Access Line (%)	n/a	n/a	n/a
Customer Out of Service Clearing Times (%)	n/a	n/a	n/a
New Installs Completed w/in 5 Days (%)	n/a	n/a	n/a
Commitments Fulfilled (%)	n/a	n/a	n/a

**Comments / Explanations:** Hotwire did not provide CLEC service in South Carolina during the 4thd Quarter 2011.

---

**Person Making Report / Contact Information:** Laurie Murphy, Assistant General Counsel  
**Telephone:** 484-572-6054  
**Email:** lmurphy@hotwiremail.com

---